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PATENT  
Attorney Docket No.: NUASI-00101

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:    ) Group Art: 2652  
Carl Schoeneberger et al.    )  
Serial No.: 10/632,615    ) Examiner:  
Filed: July 31, 2003    )  
For: **CONTACT CENTER  
ARCHITECTURE**    )  
  ) **TRANSMITTAL LETTER**  
  )  
  ) 162 N. Wolfe Road  
  ) Sunnyvale, CA 94086  
  ) (408) 530-9700  
  ) Customer No. 28960

Mail Stop Amendment  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-12-06

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

Date: 9/12/06 By:   
HAVERSTOCK & OWENS LLP



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Filed: July 31, 2003 ) **CERTIFICATION FOR**  
For: **CONTACT CENTER** ) **SUPPLEMENTAL INFORMATION**  
**ARCHITECTURE** ) **DISCLOSURE STATEMENT UNDER 37**  
                          ) **CFR § 1.97(e)**  
                          ) 162 North Wolfe Road  
                          ) Sunnyvale, CA 94086  
                          ) (408) 530-9700  
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P.O. Box 1450  
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Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within an Official Action mailed on August 22, 2006. Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-12-06

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

Applicants have become aware of the following printed publications which may be material to the examination of this application.

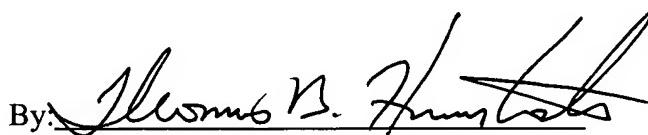
- U.S. Patent No. 6,141,341;
- U.S. Patent No. 6,337,858 B1;
- U.S. Patent No. 6,400,804 B1;
- U.S. Patent No. 6,778,494 B1;
- U.S. Patent No. 7,035,252 B2;
- U.S. Patent No. 7,085,263 B1; and
- U.S. Publication No. 2004/0066923 A1.

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This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-12-06

By: 

Thomas B. Haverstock  
Reg. No.: 32,571  
Attorneys for Applicants

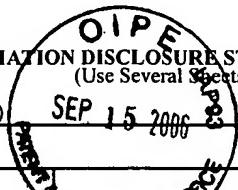
**CERTIFICATE OF MAILING (37 CFR§ 1.8(a))**

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HAVERSTOCK & OWENS LLP.

Date: 9/12/06 By: 

FORM PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney Docket No.: NUASI-00101	Serial No.: 10/632,615
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use Several Sheets If Necessary) (37 CFR § 1.98(b))		Applicant: Carl Schoeneberger et al.	
		Filing Date: July 31, 2003	Group Art Unit: 2652



## U.S. PATENT DOCUMENTS

Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Pattee	Class	Subclass	Filing Date
AA	6,141,341	10/31/2000	Jones et al.	370	352	09/09/1998
AB	6,337,858 B1	01/08/2002	Petty et al.	370	356	10/10/1997
AC	6,400,804 B1	06/04/2002	Bilder	379	76	12/10/1998
AD	6,778,494 B1	08/17/2004	Mauger	370	230	03/02/2000
AE	7,035,252 B2	04/25/2006	Cave et al.	370	356	01/30/2001
AF	7,085,263 B1	08/01/2006	Fitzgerald	370	352	01/03/2002
AG	US 2004/0066923 A1	04/08/2004	Robinson	379	166	06/27/2003
AH						
AI						
AJ						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
AK								
AL								
AM								
AN								
AO								

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

AP	
AQ	
AR	
AS	
AT	
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BA	
BB	
BC	
BD	
BE	

Examiner:	Date Considered:
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EXAMINER:	Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.
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